

STREET CRISIS RESPONSE TEAM (SCRT) PILOT

NOVEMBER 2021 UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has six fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. This report and cumulative data represent one full year of implementation (SCRT launched on November 30, 2021).

OPERATIONS UPDATE

KEY PERFORMANCE INDICATORS



Crisis Calls Handled by SCRT

November

826

Cumulative*

5,446



800-B Calls that Received SCRT Response**

November

65%

Cumulative

41%



Average Response Time

November

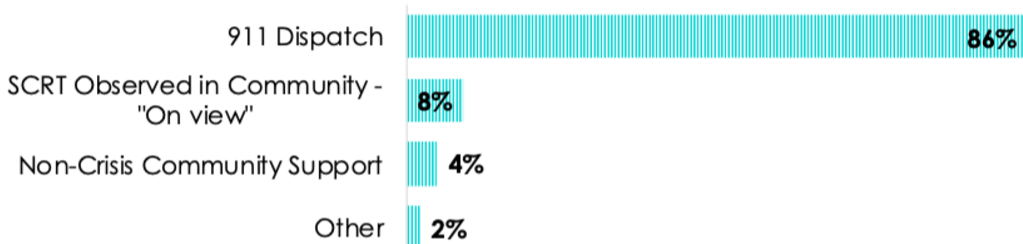
15min

Cumulative

15min



Referral Source: Cumulative



*Cumulative counts are on data since pilot launch (November 30, 2020 – November 30, 2021)

** 800-Bs are a type of call code from 911 emergency communications center which indicate an individual in behavioral health distress with no weapon involved. In 2019, SF 911 received over 10,000 of these calls. Percentage shown excludes "800-B On Views" and a small number of 800-Bs not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-Bs once fully launched.



Client Engagements

November

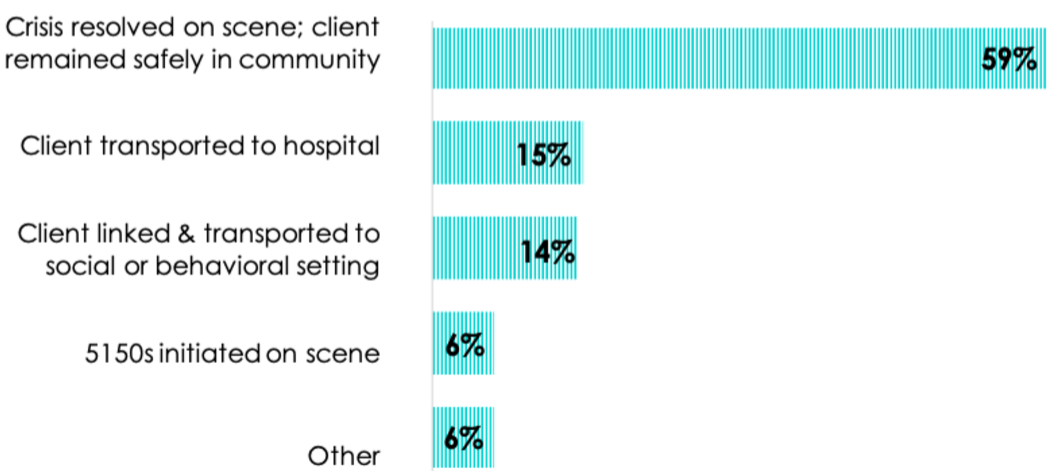
325

Cumulative

2,857



Engagement Outcomes: Cumulative



*A single client engagement may result in multiple outcomes.



Office of Coordinated Care Follow Up Rate

November

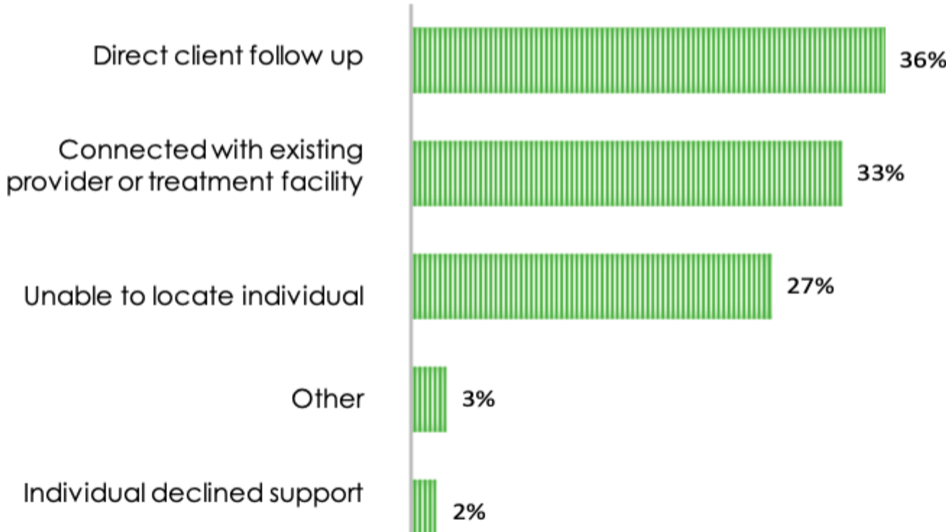
62%

*Cumulative

36%



Connections to Care: Cumulative



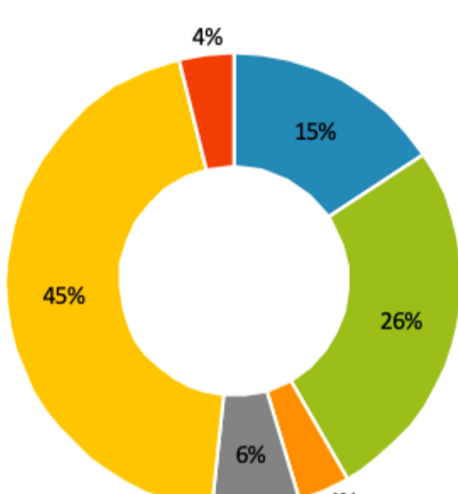
*Cumulative counts are on data since Office of Coordinated Care launch (April 5th, 2021 – November 30, 2021)



Client Characteristics: Cumulative

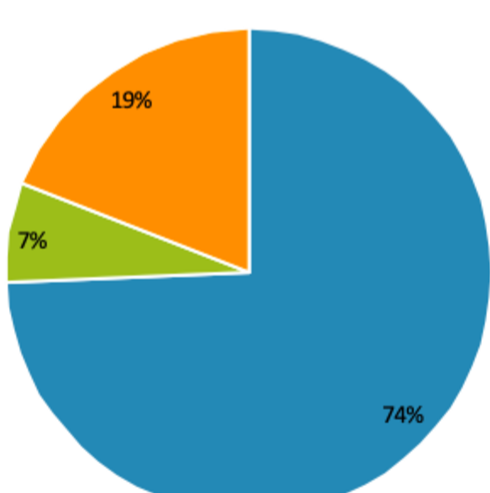
Race & Ethnicity*

- Black or African Descent
- White or Caucasian
- Asian/Pacific Islander
- Hispanic/Latinx
- Unknown/No Entry
- Other



Client Living Situation

- Experiencing Homelessness
- Housed/Other
- Unknown/No Entry



* "Other" category is comprised of race entries representing less than 1% of total.

** The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.

The Street Crisis Response Team now has a [website!](#)
For more information on the SCRT please visit: [Street Crisis Response Team Background](#)

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